

**Antonia Hover**

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**From:** Diana Vizcarrondo  
**Sent:** Thursday, September 10, 2020 3:56 PM  
**To:** Consumer Correspondence  
**Subject:** to CLK docket 20200139  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 182317; E-Form Other Complaint TRACKING NUMBER 182316

Consumer correspondence for docket 20200139.

Diana Vizcarrondo

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, September 10, 2020 12:05 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 182317

### CUSTOMER INFORMATION

Name: Paul Sutherland  
Telephone: (407) 924-6666  
Email: paul.l.sutherland@gmail.com  
Address: 251 E. Hornbeam Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Paul Sutherland  
Account Number:  
Address: 251 E. Hornbeam Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Re: Docket No. 20200139-WS, Utilities Inc. of Florida

Good morning. I hope that this communication finds you well. I am writing as a concerned citizens and customer of Utilities Inc. of Florida. I recently received a letter in which it appears that once again the company known as Utilities Inc. of Florida is asking for an increase in the rates that it is permitted to charge for residential water and wastewater. Please accept this letter as my written comment in opposition to an increase in the price.

As an initial matter, I fully understand that a company is required to raise rates in order to remain solvent, or to perform certain works projects. I get that and I generally do not have a problem with that. That is not what is occurring here. I have read the petition of Utilities Inc and the docket. It appears that even the PSC is aware of the fact that this is nothing more than a grab for more money, not a fight for solvency or a bid to improve the existing system. If we are honest, Utilities Inc even admitted it in their own petition for increase. The number of increases that we get notified of by Utilities Inc., which are approved by the commission, is quite frankly shocking. Regardless of whether they post a bond amount, which is likely a fraction of what the bond you set is, it still allows for incremental increases for no other purpose than self enrichment.

I have lived in several different water districts in the State of Florida and I have never seen an increase in the price of water and water cleaning like I have with Utilities Inc. In the past 10 months since I moved into my home in the Seminole County area, Utilities Inc. has been approved for several rate increases and I have seen my bill go up. I do not want to exaggerate, but I feel that the number has been roughly 2 or 3 increase notifications in 10 months. As an example, I lived in my last home in the Dr. Phillips area of central Florida for many years and I believe I received one during that entire time.

I would also like to raise a concern that I have with the billing of Utilities Inc. We use a decent amount of water on our yard as many homes in my area are required to have St. Augustine grass. All of the water which is used on our grass, which for some (not myself) can amount to 1000 gallons or more each month, is charged for cleanup as wastewater. There are no meters or allowances for watering. This is doubly concerning because here we have Utilities Inc. making a petition for more money because they need a larger rate of return for operating water and wastewater services and the

numbers that they present to the PSC for wastewater is with the knowledge that they are charging for thousand of gallons of water that they are not actually cleaning. That in itself is excess profit, so to ask that even more profit be permitted to the company in the form of a rate increase is just bad faith.

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, September 10, 2020 12:03 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 182316

### CUSTOMER INFORMATION

Name: Paul Sutherland  
Telephone: (407) 924-6666  
Email: paul.l.sutherland@gmail.com  
Address: 251 E. Hornbeam Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Paul Sutherland  
Account Number:  
Address: 251 E. Hornbeam Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
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